



Individual Complaint Form

Date*: 01/26/2022

Complainant or Legal Representative Information:

* Required Fields

Name * Jeannie P. Brown

Firm (if applicable) _____

Mailing Address * 2001 Herring Pl

City, State Zip * Florence, SC 29506

Phone * _____

E-mail jbs.mail@sc.rr.com

Name of Utility Involved in Complaint: * Duke Energy

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) <u>Street Lighting Charge</u> | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Brad Kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

A street lighting charge has been added to each person in our neighborhood. Granted the covenant of the neighborhood stated if street lighting was installed the owners would pay a prorated portion. This is even if the owner does not even benefit from the street lighting that was installed. Duke Energy stated that the charge was included in bills without owners knowledge. So in order to be transparent they are listing the charge separately. I have enclosed my electric bills. It appears the street lighting charge must have been included in the basic facilities charge of \$11.78. (continued on attached page)

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I don't expect any relief. I just want to bring this to the attention of the Regulatory Commission. I talked to Brad Kirby several months ago, who was very nice and understanding. I get no benefit from the street lighting that was installed. I didn't realize I was being supposedly being charged since 1979 for a service I get no benefit from. I really think that Duke Energy just found a way to add additional charges to our bills.

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Jeannie P. Brown
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA
COUNTY OF Florence

VERIFICATION

I, Jeannie P. Brown
Complainant's Name *

verify that I have read my complaint filed on 1/26/22
Date *

Internal Use Only

Processed By	Date
H.E.	

and know the contents thereof, and that said contents are true.

Jeannie P. Brown
Complainant's Signature * (MUST BE SIGNED, DO NOT PRINT)



Individual Complaint Form Instructions and Procedure

Please contact the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

A. To file an official complaint:

1. Complete the Complaint Form found on the Commission's website at www.psc.sc.gov.
 - a.) The form may be completed and e-mailed to contact@psc.sc.gov.
 - b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.
2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.
3. If additional documentation is necessary to supplement your complaint, attach it to the form. **The Public Service Commission of South Carolina has adopted the same standards regarding protection of personal identifying information as are in place in the various state courts (except Family and Probate Courts). These are set out in Rule 41.2(a) of the South Carolina Rules of Civil Procedure and are listed below:**
 - a) **Redaction.** A person filing a document in paper or electronic format shall not include, or will redact where inclusion is necessary, the following personal identifying information.
 - b) **Social Security Numbers, Taxpayer Identification Numbers, Driver's License Numbers, Passport Numbers or Any Other Personal Identifying Numbers.** If it is necessary to include personal identifying numbers in a document, the parties should utilize some other identifier. Parties shall not include any portion of a social security number in a filing.
 - c) **Names of Minor Children.** If a minor is the victim of a sexual assault or the victim in an abuse or neglect case, the minor's name must be completely redacted and a term such as "victim" or "child" should be used. In all other cases, the minor's first name and first initial of the last name (i.e., John S.), or only the minor's initials (i.e., J.S.) should be used.
 - d) **Financial Account Numbers, Including Any Type of Bank Account Numbers, Personal Identification Number (PIN) Code, or Passwords.** If financial account numbers are relevant, only the last four digits of these numbers should be used.
 - e) **Home Addresses of Minors, Sexual Assault and Abuse and Neglect Victims, and Non-Parties.** If a home address of a minor, sexual assault victim, or non-party must be included, only the city and state should be used.
 - f) **Date of Birth.** If a date of birth must be included, only the year of birth should be included.

Individuals who file documents with the Public Service Commission are hereby notified that their filings will be made available to the public on the Commission's searchable Docket Management System. The Public Service Commission assumes no responsibility for redacting personal identifying information from any filings. It is solely the responsibility of the filer to ensure that no personal identifying information is made public by inclusion in his or her filings.

I have read and understand the Public Service Commission's policy pertaining to privacy protection for filings.

Signature of Filer: _____

Jeannie P. Brown

The problem is the basic facilities charge was not reduced. A street lighting charge of \$2.01 and 18 kwh was added. So if I was being charged a street lighting charge since 1979 when I moved into this neighborhood, where was it included in my electric bill when it was a hidden charge.



duke-energy.com
800.452.2777

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Account number

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
Speedpay duke-energy.com/pay-now
800.452.2777
By mail payable to Duke Energy P.O. Box 1003
Charlotte, NC 28201-1003
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Call (Monday - Friday, 7 a.m. to 7 p.m.) 800.452.2777
For hearing impaired TDD/TTY 800.676.3777 or 711
International 1.407.629.1010

Check utility rates

Check rates and charges duke-energy.com/rates

Correspond with Duke Energy Progress (not for payment)

P.O. Box 1771
Raleigh, NC 27602

Important to know

Your next meter reading: Nov 30

Make sure we can safely access your meter. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your electric service may be disconnected if your payment is past due

If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

A late payment charge of 1.5% will be added for any past due utility balance not paid by the due date.

Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.452.2777.



duke-energy.com
800.452.2777

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Account number

Your usage snapshot - continued

Current electric usage for meter number 236766

Actual reading on Sep 29	43184
Previous reading on Aug 30	42128
Energy used	1,056 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Billing details - Electric

Metered Energy Service	\$127.06
Fixed Monthly Rider 39 Charge	1.00
Total Charges	\$128.06

Your current rate is Residential Service (RES).

Your current electric charges include a basic facilities charge of \$11.78. *

The basic facilities charge is a fixed monthly amount not related to usage and covers the cost of providing service to your location as well as maintaining customer records, billing and other transactions affecting your account. It is an existing monthly charge and is applicable whether or not electricity is used.

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Billing details - Product and Services

Non-Regulated Surge Protection	\$7.99
Non-Regulated Surge Protection Added Coverage	2.99
Total Charges	\$10.98

Billing details - Taxes & Other

2% SC local option sales tax	\$0.16
6% South Carolina sales tax	0.48
Total Taxes & Other	\$0.64



duke-energy.com
800.452.2777

Account number

200350257399

We're here for you

Report an emergency

Electric outage duke-energy.com/outages
800.419.6356

Convenient ways to pay your bill

Online duke-energy.com/billing
Automatically from your bank account duke-energy.com/automatic-draft
Speedpay duke-energy.com/pay-now
800.452.2777
By mail payable to Duke Energy P.O. Box 1094
Charlotte, NC 28201-1094
In person duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing duke-energy.com/paperless
Home duke-energy.com/manage-home
Business duke-energy.com/manage-bus

General questions or concerns

Online duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.) 800.452.2777
Business: Mon - Fri (7 a.m. to 6 p.m.) 866.582.6345
For hearing impaired TDD/TTY 800.676.3777 or 711
International 1.407.629.1010

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Raleigh, NC 27602

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Your next meter reading: Dec 30

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If payment for your electric service is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay your past-due balance in full, plus a reconnection fee, before your service will be reconnected. The reconnection fee is \$19.00. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

Late payment charges

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800.452.2777

Account number

Your usage snapshot - Continued

Current electric usage for meter number 322651871	
Location: METERED SERVICE	
Actual reading on Nov 30	45711
Previous reading on Oct 28	- 44108
<hr/>	
Energy used	1,603 kWh
Billed kWh	1,603.000 kWh



A kilowatt-hour (kWh) is a measure of the energy used by a 1,000-watt appliance in one hour. A 10-watt LED lightbulb would take 100 hours to use 1 kWh.

Street Lighting		
Billing period Oct 28 - Nov 30		
Description	Quantity	Usage
LED 50 OH on Wd Pole-10Cst	1	18 kWh
Total	1	18 kWh

Billing details - Electric

Billing Period - Oct 28 to Nov 30	
Meter - 322651871	
Basic Facility Charge	* \$11.78 *
Energy Charge	
800.000 kWh @ \$0.10726000	85.81
Energy Charge	
803.000 kWh @ \$0.09726000	78.10
Fixed Monthly Rider 39	1.00
Total Current Charges	\$176.69

Your current rate is Residential Service (RES).

For a complete listing of all South Carolina rates and riders, visit duke-energy.com/rates

Billing details - Lighting

Billing Period - Oct 28 to Nov 30	
Fixture Charge	
LED 50 OH on Wd Pole-10Cst	\$2.01
Total Current Charges	\$2.01

Your current rate is Street Lighting Service - Residential Subdivisions (SLR).

Billing details - Products and Services

Surge Protection	\$7.99
Surge Protection Added Coverage	2.99
Total Products and Services	\$10.98

Your utility service does not depend on your payment for optional, nonregulated products or services. Failure to pay for nonregulated products or services may result in your removal from the specific program, but will not result in disconnection of your utility service.

Thank you for being a Home Protection Plan customer. Your utility service cannot be disconnected if you fail to pay the charges associated with these optional, nonregulated products or services.

Billing details - Taxes

County Sales Tax	\$0.22
Sales Tax	0.66
Total Taxes	\$0.88